

CALIFORNIA STATE GOVERNMENT SUPPORTS EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, SEXUAL ORIENTATION, MEDICAL CONDITION, OR PREGNANCY. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



DEPARTMENTAL PROMOTIONAL EXAMINATION

For

Manager IV, DMV

This departmental promotional examination is being administered through the Special Examination and Appointment (SEA) Program which uses an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Manager IV, DMV, level and those eligible for lateral transfers are encouraged to apply.

DIVISION : Field Operations
POSITION : Administrative Manager
LOCATION : West Covina
SALARY : \$4837- \$5878
FINAL FILING DATE : December 19, 2011

DUTIES/RESPONSIBILITIES

Under the direction of the Office Manager, the Administrative Manager is responsible for the daily operation of the field office through planning, organizing, assigning, and directing the work, including new program implementation and determining the accuracy and completeness of data entered into an automated system. The Administrative Manager also manages a medium or large field office providing driver license, vehicle registration, and other services to the public.

MAJOR DUTIES OF THE POSITION INCLUDE

- Plans, organizes, assigns and directs the work, including new program implementation and determining the accuracy and completeness of data entered into an automated system.
- May perform tasks in control cashiering, cashiering registration, driver licensing, and occupational licensing.
- Assists the Office Manager in planning and preparing final selection and placement of personnel for the field office, keeping in mind the department's commitment to equal employment opportunity (EEO) and upward mobility goals.
- Makes or recommends changes in work methods, work standards staffing and equipment requirements, and the use of intermittent and seasonal help.
- Coordinates vacation schedules and work schedules to ensure prompt, courteous, and complete service to the public.
- Monitors training of employees.
- Prepares and maintains appropriate manual or electronically generated records and reports concerning the operation of an office and special projects.
- Makes decision on the more difficult problems requiring interpretation and application of the law and departmental policy.
- Responsible for the Control Room, Start Here Stations, and Single Inventory Station, as well as direct supervision of the employees assigned to these areas.
- Has full responsibility and authority for the office in the manager's absence.
- Responsible for general office and automated equipment, including installation, ongoing and preventative maintenance, relocation, etc.
- Responsible for security procedures for accountable items, inventory, change funds and fees received, money chest combination, and exterior door keys.
- Provides second level of review and approval for sensitive changes made to the headquarters data base.
- Serves as liaison between field office personnel and Network Control Center for resolutions of immediate problems related to automation and as resource in resolving problems which are not of an immediate nature.
- Responsible for following approved procedures in identifying and initiating any needed corrections or improvements to the facility.
- Ensures that appropriate day-to-day facility maintenance is provided.
- Implements updates/program/procedural changes to the automated system and advises field office personnel of the same.
- Reviews office documents, reports, funds received, and bank deposits to ensure correct procedures are being followed.
- Reviews daily work output for quality and quantity.
- Continually evaluates office methods and procedures for maximum efficiency and makes adjustments as necessary.
- Performs other duties as required.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on screening criteria. You must provide specific examples for each of the following in your Statement of Qualifications:

- Describe your knowledge of a manager's role in the EEO Program, and departmental objectives.
- Describe your knowledge of Department of Motor Vehicles' (DMV) policies and procedures.
- Describe your knowledge of office management principles, the Q-Matic System and its applications, principles of effective supervision, state administration, budget, and personnel procedures related to DMV.
- Describe your ability to communicate effectively with all levels within and outside the department.
- Describe your ability to prepare clear, concise, and timely reports.
- Describe your ability to provide service to the public with an emphasis on Industry Clients such as Dealers, Registration Services, and Commercial Driving schools.
- Describe your ability to plan, organize, and direct the work of an Industry Service Center, Dealer Center, Bundle Processing, Commercial Driver Program, and Field Office Operations.
- Describe your ability to make decisions on the most difficult problems requiring interpretation and application of the law and departmental policy relating to assigned functions.
- Describe your ability to implement new technology; ensure subordinate staff is trained and fully prepared to use new processes; and to monitor automated systems to evaluate the impact on daily operational efficiency and maintain the integrity of the system
- Describe your ability to rotate based on operational needs.
- Describe your interpersonal skills, including your ability to work collaboratively; and your ability to develop cooperative working relationships with Industry Clients and other groups having specific work-related involvement with DMV.

WHO SHOULD APPLY?

This is a departmental promotional examination for the Department of Motor Vehicles.

1. Applicants must have a permanent civil service appointment with the Department of Motor Vehicles or meet the provisions of State Personnel Board Rules 234 or 235 by the final filing date, in order to take this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code 18992; or
4. Must be a person retired from the United State military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

MINIMUM QUALIFICATIONS

Either I

One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

Or II

Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager II, Department of Motor Vehicles.

Or III

Three years of managerial or supervisory experience in work requiring knowledge of the regulations of the State of California governing the registration of motor vehicles, the licensing of drivers or the occupational licensing of automobile dealers, dismantlers, and salespersons. (Experience in California state service applied toward this requirement must include either at least one year in a class with a level of responsibility not less than that of Manager III, Department of Motor Vehicles, or Driver Improvement Manager I; or at least two years of a class with a level of responsibility not less than that of Manager II, Department of Motor Vehicles.)

KNOWLEDGE AND ABILITIES

Knowledge of: Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; organization, functions, policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; principles of effective supervision; accepted methods of handling and accounting for money received; the Department's Equal Employment Opportunity Program objectives; a manager's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives; public administration and general management principles, practices, and problems, including those relating to organization, planning, and work control; and State administrative, budget and personnel procedures, as they relate to the Department of Motor Vehicles.

Ability to: Analyze situations accurately and take effective action; gather and analyze data; speak effectively; prepare clear and concise reports; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; read and write at a level appropriate to the classification; effectively contribute to the Department's equal employment opportunity objectives; and plan, organize and direct the operations and staff of several work units of the Department of Motor Vehicles.

Additional Desirable Qualification: Possession of a valid driver license.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS

Interested applicants must submit items 1 AND 2 below by the final filing date (Applicants who fail to submit both items will be disqualified from the examination):

1. A completed Standard State Application (STD. 678), which should include all job titles, employment dates, and experience.

2. A Statement of Qualifications

The Statement of Qualifications:

- Is a narrative discussion of how your education, training, experience, knowledge and skills meet the **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA** for the position.
- Is your written presentation to the examination panel.
- Must give specific examples in your Statement of Qualifications.
- Serves as documentation of your ability to present information clearly and concisely in writing.
- Must be typed.
- Must be no more than two pages in length, with font no smaller than 10 point.

Please note that the examples you provide in the Statement of Qualifications may be the only tool used for determining your final score and rank on the eligible list.

Resumes do not take the place of the Statement of Qualifications.

Effective January 1, 2009, Government Code Section 18991 was enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for SEA examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State Application.**

The Standard State Application and Statement of Qualifications must be **submitted** by the final filing date:

By mail to:
Department of Motor Vehicles
Selection and Certification Unit, Attn: Alice Schneider
Manager IV, West Covina - Position #618-8731-001
P.O. Box 932315, MS G-208
Sacramento, CA 94232-3150

OR

In person to:
Department of Motor Vehicles
Human Resources Branch
2570 – 24th Street
1st Floor Lobby – Examination Drop Box
Sacramento, CA 95818

FILING INSTRUCTIONS CONTINUED

Standard State Applications (STD. 678) and Statement of Qualifications must be received by the final filing date. You may fax a copy of your Standard State Application (STD. 678) and Statement of Qualifications to ensure receipt by the final filing date to the Selection and Certification Unit, Alice Schneider at (916) 657-5848. Faxed copies must be followed up by the originals **postmarked no later than the final filing date** to the address on the previous page.

Standard State Applications (STD. 678) and Statement of Qualifications delivered in person must be placed in the **Examination Drop Box by 5:00 p.m. on the final filing date.** Standard State Applications (STD. 678) and Statement of Qualifications personally delivered or received via interoffice mail after the final filing date will not be accepted.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application. You will be contacted to make specific arrangements.

SELF CERTIFICATION STATEMENT: The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination. Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a Standard State Application and a Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to Velma Edmond at (562) 920-9377. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst, at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

ELIGIBLE LIST INFORMATION

To be successful in the examination, you must obtain a final score of 70%. A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. Applications received will not be maintained for future positions.

CRIMINAL RECORD CLEARANCE INFORMATION

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.